(b) the number of telephones disconnected during the last two years;

(c) how many telephones were disconnected on genuine ground and how many on account of the excess billing by the telephone authorities or despite the payment made by the subscribers during the same period; and

(d) what remedial measures Government propose to take to remove the hardship of the telephone subscibers?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) The number of complaints received against excess telephone bills during the last two years is as under:

Year	No. of Complaints
1983-84	1,07,000
1984-85	89,879

(b) The number of times telephones were disconnected for nonpayment of telephone bills during the last two years is furnished below:

Year	No. of times telephones disconnected
1983-84	5,77,833
1984-85	6,24,957

Most of the telephones have been reconnected on clearance of dues.

(c) Generally, telephones are disconnected for non-payment of telephone bills with reference to the facts available with the Department. Thus all disconnections are mainly on genuine grounds only. Stray cases of disconnection despite payment also occur due to clerical errors or non receipt of particulars of payment from the collection centres. The number of such cases is being certained from the units and will be placed on the table of the House as early as possible.

(d) All the field units will be advised reiterating the existing instructions on the subject:

1. to ensure accuracy of bills.

2. to see that no disconnections despite payment are made;

3. subscribers are allowed the facility of split up bills under the rules wherever requested.

4. to handle the excess billing complaints as expeditiously as possible.

Post office in Prashant Vihar, Delhi

2669. SHRI SYED AHMAD HASHMI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that there is no Post Office in Prashant Vihar, a DDA colony in Delhi North District;

(b) whether Government have received representations from the Welfare Association of residents of this colony and the area councillors of the civic bodies for opening of a sub Post Office in Prashant Vihar; and

(c) if so, what action has been taken or is proposed to be taken by Government for the opening of a sub-Post Office in the above colony?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) Yes, Sir.

(b) Yes, Sir.

(c) The proposal has been considered. According to the prescribed departmental norms, in urban areas, a post office should be financially self-supporting. In the present case, it has been estimated that the proposed post office will not be self-supporting. Further, there are already 3 post offices, namely, Haidarpur, Badli and Samaipur within a distance of 1 Km , 1.5 Km and 3 Kms respectively from Prashant Vihar. As there is no sufficient justification, no post office is being opened in the said Colony.